

# Front Seat Outer Back Bolster Collapsed

**Service Category** Vehicle Interior

**Section** Seat

**Market** USA and Mexico

Toyota Supports ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|----------|------------------------|
| 2025    | Camry HV |                        |

**REVISION NOTICE**

November 08, 2024 Rev1:

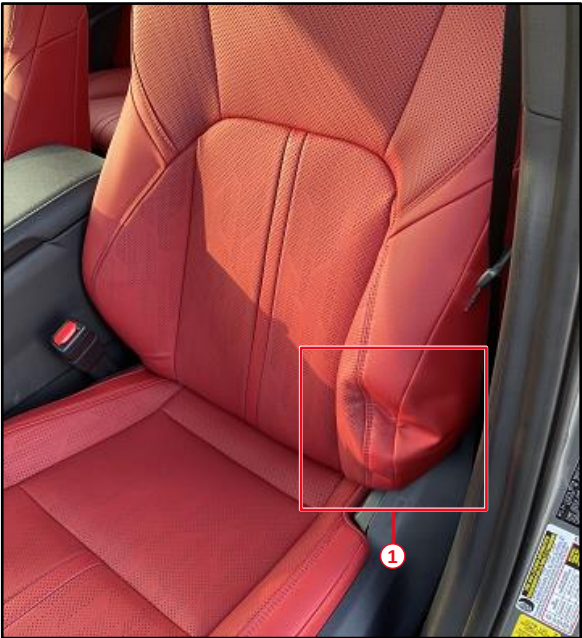
- The Parts Information section has been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2025 model year Camry Hybrid vehicles may exhibit a condition in which a front seat outer back bolster has collapsed. The condition can occur on either or both the front driver and front passenger seats. A front seat back edge protector has been developed to reduce the likelihood of this condition. Follow the Repair Procedure in this bulletin to address this condition.

Figure 1. Example of Condition



|   |                                         |
|---|-----------------------------------------|
| 1 | Collapsed Front Seat Outer Back Bolster |
|---|-----------------------------------------|

## Front Seat Outer Back Bolster Collapsed

### Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

| MODEL    | PLANT | PRODUCTION CHANGE EFFECTIVE VIN |
|----------|-------|---------------------------------|
| Camry HV | TMMK  | 4T1DAACK0SU532972               |

### Warranty Information

#### For USA Market

| OP CODE | DESCRIPTION                           | TIME | OFP          | T1 | T2 |
|---------|---------------------------------------|------|--------------|----|----|
| BD2418  | Seat Back Edge Application (One Side) | 1.2  | 71551-AQ0##* | 67 | 13 |
| Combo A | Opposite Side                         | 1.1  | 71552-AQ0##* |    |    |

\*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

#### APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

#### For Mexico Market

| OP CODE | DESCRIPTION                           | TIME | OFP          | T1 | T2 |
|---------|---------------------------------------|------|--------------|----|----|
| BD2418  | Seat Back Edge Application (One Side) | 1.2  | 71551-AQ0##* | 67 | 13 |
| Combo A | Opposite Side                         | 1.1  | 71552-AQ0##* |    |    |

\*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

#### APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 60,000 kilometers, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

## Front Seat Outer Back Bolster Collapsed

### Parts Information

| PART NUMBER  | PART NAME                      | QTY  |
|--------------|--------------------------------|------|
| 71587-AQ010  | Front Seat Back Edge Protector | 3**  |
| 71551-AQ0##* | Front Seatback Pad, RH         | 1*** |
| 71552-AQ0##* | Front Seatback Pad, LH         | 1*** |

\*Use the correct part number by searching in the Electronic Parts Catalog using the VIN filter.

\*\*Three front seat back edge protectors are needed per affected seat.

\*\*\*Order the part corresponding to the affected side.

### Repair Procedure

1. Confirm the condition.

Does the vehicle exhibit a condition in which the front seat outer back bolster has collapsed?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Remove the affected front seat.

Refer to TIS, applicable model and model year Repair Manual:

- [2025](#) Camry HV:  
*Vehicle Interior – Seat – Front Seat Assembly (for Manual Seat) – Removal*
- [2025](#) Camry HV:  
*Vehicle Interior – Seat – Front Seat Assembly (for Power Seat) – Removal*

3. Disassemble the seat.

Refer to TIS, applicable model and model year Repair Manual:

- [2025](#) Camry HV:  
*Vehicle Interior – Seat – Front Seat Assembly (for Manual Seat) – Disassembly*

#### NOTE

Perform ONLY steps 1 – 15. If the seat has the heater option, disconnect the seat heater cable, as shown in the diagram of step 10, otherwise, skip step 10.

- [2025](#) Camry HV:  
*Vehicle Interior – Seat – Front Seat Assembly (for Power Seat) – Disassembly*

#### NOTE

Perform ONLY steps 1 – 18. If the seat has the heater option, disconnect the seat heater cable, as shown in the diagram of step 13, otherwise, skip step 13.

## Front Seat Outer Back Bolster Collapsed

### Repair Procedure (continued)

4. Wipe down the outer side of the front seatback frame sub-assembly with a clean towel/cloth and brake cleaner until it is free of any oil/debris.

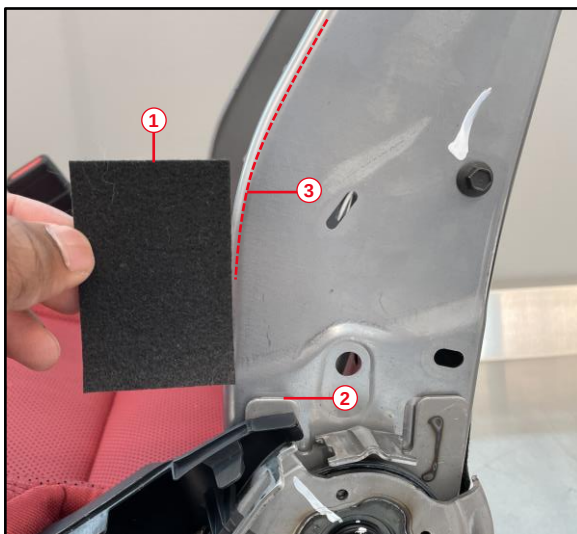
**Figure 2.**



|          |                                          |
|----------|------------------------------------------|
| <b>1</b> | <b>Front Seatback Frame Sub-assembly</b> |
|----------|------------------------------------------|

5. Align the bottom edge of the back edge protector to the top edge of the recliner plate, as shown in Figure 3. Apply the back edge protector along the edge of the front seatback frame sub-assembly. Make sure the protector wraps smoothly around the radius, past the edge, and adheres to the inner side of the radius inside of the frame, as shown in Figure 4.

**Figure 3.**



|          |                                       |
|----------|---------------------------------------|
| <b>1</b> | <b>Back Edge Protector</b>            |
| <b>2</b> | <b>Top Edge of the Recliner Plate</b> |
| <b>3</b> | <b>Radius of the Frame</b>            |

**Figure 4.**



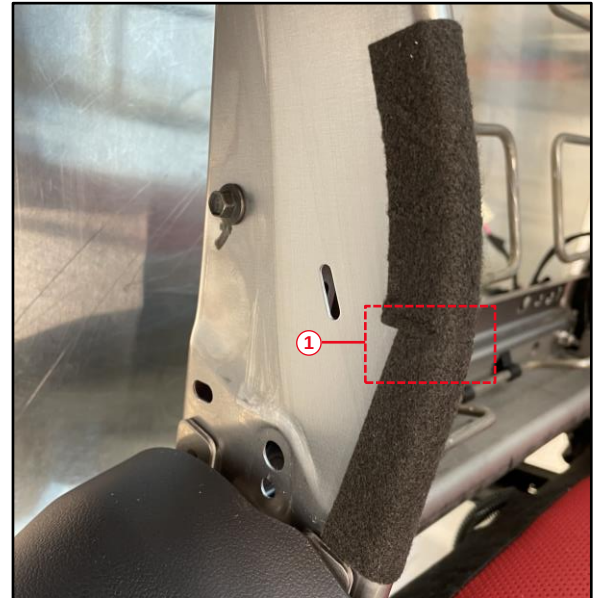
|          |                                                     |
|----------|-----------------------------------------------------|
| <b>1</b> | <b>Edge of the Frame</b>                            |
| <b>2</b> | <b>Protector Adhered to the Inside of the Frame</b> |

## Front Seat Outer Back Bolster Collapsed

### Repair Procedure (continued)

6. Apply the second back edge protector above the first and along the edge of the front seatback frame sub-assembly. There should be NO overlap or gap between the back edge protectors, as shown in Figure 5.

**Figure 5.**

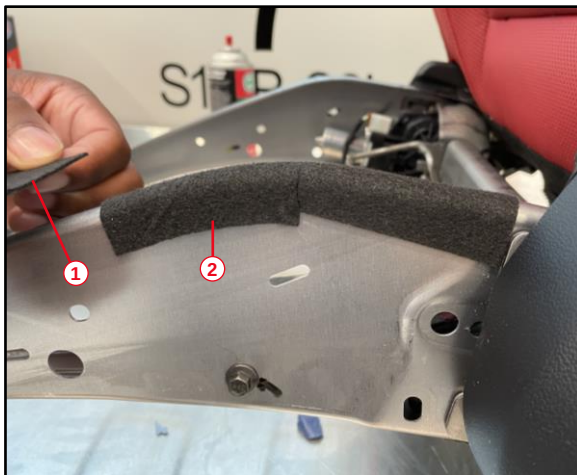


**1**

No Gap or Overlap Between the Protectors

7. Apply the third back edge protector above the second in the same manner as in step 6 while ensuring there is NO overlap or gap between the protectors, as shown in Figure 7.

**Figure 6.**



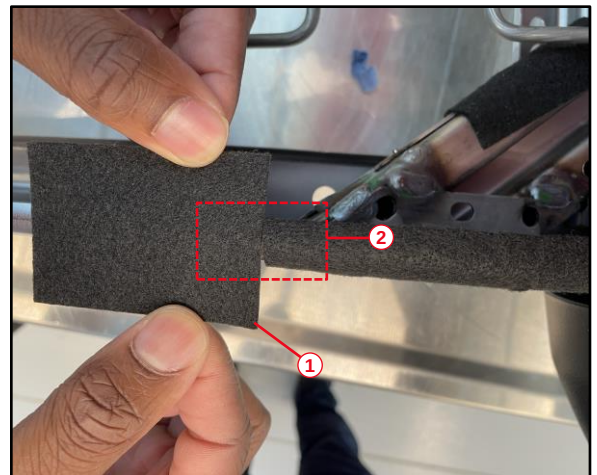
**1**

Third Back Edge Protector

**2**

Second Back Edge Protector

**Figure 7.**



**1**

Third Back Edge Protector

**2**

No Gap or Overlap Between the Protectors



## Front Seat Outer Back Bolster Collapsed

### Repair Procedure (continued)

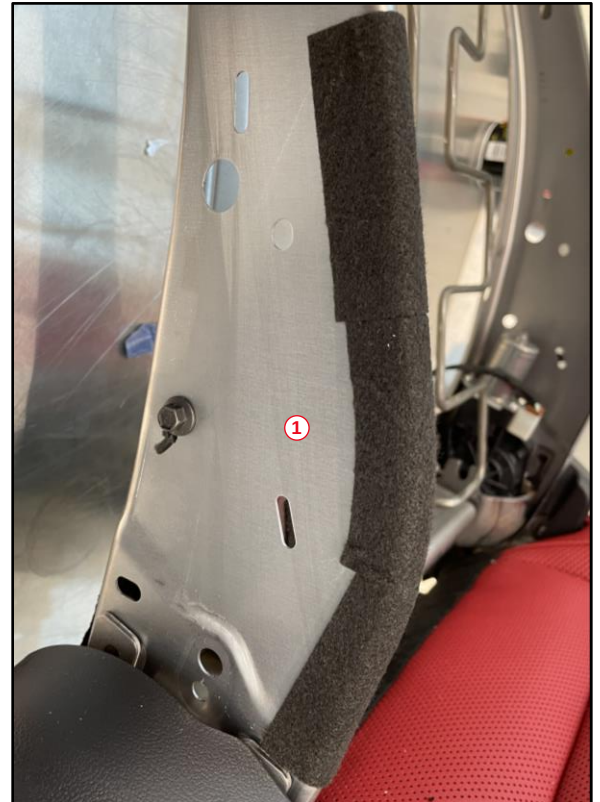
8. Verify that all the back edge protectors are properly adhered to the frame with no gap or overlap between them, as shown in Figure 8 and 9.

**Figure 8.**



|          |                                                 |
|----------|-------------------------------------------------|
| <b>1</b> | Inside of the Front Seatback Frame Sub-assembly |
|----------|-------------------------------------------------|

**Figure 9.**



|          |                                                  |
|----------|--------------------------------------------------|
| <b>1</b> | Outside of the Front Seatback Frame Sub-assembly |
|----------|--------------------------------------------------|

## Front Seat Outer Back Bolster Collapsed

### Repair Procedure (continued)

9. Reassemble the seat with the NEW front seatback pad.

Refer to TIS, applicable model and model year Repair Manual:

- [2025](#) Camry HV:

*Vehicle Interior – Seat – Front Seat Assembly (for Manual Seat) – Reassembly*

#### NOTE

- Perform steps 18 – 22 ensuring to use the NEW front seatback pad on step 20.
- If the seat has the heater option, reconnect the seat heater cable, as shown in the diagram of step 23, otherwise skip step 23 and continue with steps 24 – 32.

- [2025](#) Camry HV:

*Vehicle Interior – Seat – Front Seat Assembly (for Power Seat) – Reassembly*

#### NOTE

- Perform steps 23 – 27 ensuring to use the NEW front seatback pad on step 25.
- If the seat has the heater option, reconnect the seat heater cable, as shown in the diagram of step 28, otherwise skip step 28 and continue with steps 29 – 40.

10. Reinstall the front seat back into the vehicle.

Refer to TIS, applicable model and model year Repair Manual:

- [2025](#) Camry HV:

*Vehicle Interior – Seat – Front Seat Assembly (for Manual Seat) – Installation*

- [2025](#) Camry HV:

*Vehicle Interior – Seat – Front Seat Assembly (for Power Seat) – Installation*

11. Perform steps 2 – 10 to the other front seat, if necessary.

12. Confirm the condition is no longer present.